



## New Jersey Department of Children and Families Policy Manual

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Subchapter:	1	Case Management	
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### **Intra-office Case Transfer      12-7-2017**

The Local Office Manager is responsible for ensuring the efficient and consistent processing of cases when the Initial Response Program (i.e., the CPS investigation or the CWS assessment) is completed and the Case Management Program begins. If this requires a transfer of the case to another Worker, this transfer is accomplished within one week of completed case documentation and preparation for transfer.

Guidelines for case transfer include, but are not limited to, the following:

- The current Worker and his or her Supervisor conference the case prior to transfer.
- The current Worker makes a home visit with the family within 30 days prior to the transfer, alerting family members to the transfer and helping them understand it.
- The sending Supervisor reviews and approves the electronic case file maintained in NJ SPIRIT and the corresponding "paper" case record, containing associated documents, to assure completeness, orderliness, and accuracy of case recording, forms, and file contents.

**Note:** The sending Supervisor ensures the family race/ethnicity section is completed in NJ SPIRIT prior to case transfer. If this section is not completed, the Supervisor instructs his or her Worker to complete this section prior to transfer.

- The Supervisor assures that Worker safety issues are clearly documented in the case recording and/or in a Worker Safety Intervention Plan, and that a WORKER ALERT label is posted on the front of the case record jacket, if warranted.

- The sending and receiving Workers and their Supervisors hold and/or attend a transfer conference when the case situation warrants it.
- The sending Worker notifies the client, in writing, of the case transfer and, when possible, the name of the new Worker and Supervisor.
- The sending Worker and Supervisor maintain responsibility for case activity until the new Supervisor/Worker is assigned. It is essential that the case move quickly through the transfer process to assure service continuity and equity of workload among CP&P staff.
- “The Division representative (Worker) shall make an in-person visit with the child, the parent and the out-of-home placement provider, if applicable, in the child's residence within 10 working days when:
  1. A Division representative is assigned to a newly opened case; or
  2. The case is transferred from one Division representative to another. In this instance, the newly assigned Division representative shall make the in-person visit.” (N.J.A.C. 3A:12-2.10)
- The sending Worker and Supervisor complete the CP&P Form [26-54](#), Intraoffice Case Transfer Checklist.

If possible, the sending Worker accompanies the receiving Worker for the initial contact.

If a WORKER ALERT label is posted on the front of the case record jacket and/or there is a Worker Safety Intervention Plan, the Supervisor consults the Worker before the case is transferred, to assure that the concerns listed on the label/plan are still viable. If the concerns no longer apply, file the Plan. See [CP&P-IX-A-1-100](#).